

Job Title: Support Administrator Mat Cover	Reference: HW 15
Department: Support Service	Hours: 38.75
Division/Location: Wigan	Permanent
Reporting to: Head of Support Service	
<p>Benefits:</p> <ul style="list-style-type: none"> • Salary up to £23,500 per annum dependent upon experience • 22 days holiday per annum (plus public holidays) increasing by 1 day per year up to a maximum of 25 day per annum, • Pension Scheme, • Company contractual sick pay scheme. 	
<p>This is a great opportunity to join one of the leading global providers of specialist voice and data solutions to the Hospitality Industry. Fourteen IP is a supplier of EVOLUTION Voice the leading unified communications platform for hospitality, guest engagement and both fixed and wireless guest internet access solutions.</p> <p>We are a people centric company who is proudly accredited by Investors in People accreditation who are seeking a Support Administrator to cover maternity leave. This is a temporary contract for a minimum of 9 months.</p> <p>The ideal candidate will be able work within our busy support services department dealing with operational support requests, ensuring that these are responded to in a timely and efficient manor, fulfilling our company's contractual obligations, targets and standards in order to exceed our customers' expectations.</p> <p>Duties and responsibilities of the role include:</p> <ul style="list-style-type: none"> • Receive incoming customer support requests, which could relate to faulty equipment or requirements for equipment moves, additions or changes, via both phone and e-mail. • Record and process customer support requests real time and in sufficient detail utilising the company's Salesforce CRM system. • Where applicable compile accurate quotations, estimates or proposals for chargeable support works, moves, additions or changes. • Co-ordinate both chargeable and non-chargeable support requests, moves, additions and changes in line with company service level agreements and standards. • Ensure that documentation and information relating to chargeable and non-chargeable support requests, moves, additions and changes is provided, obtained and recorded in line with company procedures. 	

- Invoice for chargeable support requests, moves additions and changes in line with payment terms and client credit accounts.
- Create, produce and review appropriate support related reports requested by the Head of Support Services.
- To respond, resolve and when appropriate escalate, customer or prospective customer concerns or queries.

Essential Experience and Skills Required:

- Previous experience in a service support role, preferably within the IT/Telecoms sector.
- Scheduling experience would be beneficial.
- Excellent IT skills, including Excel and Microsoft Office.
- Experience producing customer quotations, estimates and costings for voice and data products and services.
- Experience processing supplier and sub-contractor purchase orders preferably within an IT/Telecoms support environment.
- Ability to work in a fast-paced environment.
- Experience of having provided administrative support to multiple projects.
- Highly organised with the ability to prioritise workload and work accurately.
- Demonstrate ability to work to targets and deadlines.
- Strong written and verbal communication skills with the ability to build good working relationships face to face and over the telephone.
- Ability to work as part of a team.

Successful Applicants

To be considered for this role please request an application form helen.waterworth@fourteenip.com. Completed applications forms along with a copy of an up-to-date CV must be received on or before 14th May 2023. Please send either by email to helen.waterworth@fourteenip.com or by post (marked Private & Confidential, Human Resources, Fourteen IP, Unit 4 Lockfight Buildings, Wheatlea Industrial Estate, Wheatlea Road, Wigan WN3 6XP

Please note that due to the anticipated response only applications shortlisted for interview will be acknowledged.